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February 15, 2019

Wendi Secrist and One Stop Committee  
317 Main Street  
Boise Idaho

Re: Comprehensive One Stop Certification Site Visit – Idaho Falls

Dear Wendi,

Enclosed is my write-up based on my on-site review of Idaho Falls Comprehensive One Stop Center and my review of the Center's Self Certification. I have reviewed the standards and how the Department of Labor felt that the standards were met during the self-certification process and have summarized my comments and observations based on my on-site visit and staff interviews at the Idaho Falls Comprehensive One Stop Center on January 25, 2019.

I have centered my observations and comments on each grouping of standards and then followed these with any ideas for continued improvement that we discussed during the standards review or during my visits. I hope this information is helpful in facilitating the One Stop Committee's certification process. I have also attached the worksheets that I used during the visit including my observations and comments on each standard.

If there are any questions regarding this review, please feel free to call me at (208) 356-4524 ext. 311.

Sincerely,

***Terry Butikofer***

Terry Butikofer  
Director of Lending and Workforce Development

## One Stop Certification – Review and On-Site Visit – Idaho Falls

I visited the Idaho Falls Comprehensive One Stop Center on January 25, 2019 in order to observe activities in the center and review the self-certification completed earlier by Idaho Department of Labor Staff. My observations and comments are as follows;

### Program Services:

*Observations and Comments:* During my visit, staff conversations and observations I felt that center and partner staff are well trained and capable of providing the program services as expected by the U.S. Department of Labor. The region has formed a partner committee to work on the transition from WIA to WIOA and program delivery to program delivery in a Comprehensive One Stop Center. They have worked hard to develop a system of partners that works in Eastern Idaho. The partners work well together and have success in making appropriate warm referrals as envisioned by the U.S. Department of Labor. My observations would confirm that the Comprehensive Center is achieving and even excelling with the standards that make up this area.

➤ *Ideas for continued improvement: The partners making up the Comprehensive One Stop Center continue to seek better knowledge regarding each other's programs and will continue to develop and hold annual partner trainings. They are still interested in working on a common intake form that could make referrals more effective, although they are realistic that different program requirements will make this effort limited.*

### Service Delivery:

*Observations and Comments:* I found that Center Staff and Partner Staff do an excellent job in delivering workforce development services to their customers. Their three annual regional trainings have gone well and formed the foundation for staff to make effective referrals and dual enroll when appropriate. I observed that partners work well together and seem to respect each other's contributions and services. Partner co-location has helped the center in their service delivery efforts. I was particularly impressed with the working partnership between Vocational Rehabilitation and the Department of Labor and how grateful that V.R. staff were to with the two ADA accessible computers available in the Comprehensive Center's computer resource area.

➤ *Ideas for continued improvement: We discussed continuing to tweak the annual partner training as a region to build on a great effort and perhaps give some partners more time to do a deeper dive into their program offerings.*

### Common Branding:

*Observations and Comments:* I found that almost all printed program materials were branded. The State and region agreed long ago that branding would occur when printed materials were being reprinted/restocked to not create an undue burden on partners budgets. If partner program materials are not yet branded, they will be. I do think the branding is important to the partners to help them feel connected, but don't see that either job seekers or employers really care about the branding. I found the center has significantly met this standard with a very small amount of materials from partners that will still be rebranded.

➤ *Ideas for continued improvement: The Mandatory Partners will continue to ensure that all their printed and published materials will be branded.*

## **Partner Coordination:**

*Observations and Comments:* As I have stated earlier, The Idaho Falls One Stop Partnership excel at partner coordination. CEI, Vocational Rehabilitation, Idaho Department of Labor, and the Community Council are co-located in the Comprehensive One Stop Center at least some of the time during the week. The partners have worked hard to be familiar with each other's programs and have discovered that "Live Better Idaho" is a wonderful platform to assist them in coordinating their efforts and making appropriate referrals with warm handoffs or dual enrolling customers. I have observed that they are exceeding this standard and excelling at partner coordination.

➤ *Ideas for continued improvement: The region really does well in this area, and just need to continue coordinating as they do and engage new partner staff when any turnover occurs as they do now.*

## **Accessibility:**

*Observations and Comments:* The Comprehensive One Stop Center is doing well with some of the standards in this section but are deficient in some others. They have some nice ADA compliant computers and staff have been trained to assist those customers who need to use them. The State Department of Labor has established a committee to work on ensuring that all materials printed and electronic are available in English and Spanish.

➤ *Ideas for continued improvement: The Comprehensive One Stop Center needs to continue to work on having all printed and electronic materials available in English and Spanish in order to be fully compliant with some of these standards. I would rank them as having some elements in place to be fully accessible but still need to make progress in this area.*

## **Customer Feedback:**

*Observations and Comments:* Center Staff utilizes an online complaint system that tracks and routes any complaints to the appropriate parties. The Center is equipped with a customer comment box to allow customers to provide written feedback. The Idaho Department of Labor is currently working to include an electronic customer feedback option as well.

➤ *Ideas for continued improvement: I would encourage the IDOL and Center to complete the electronic customer feedback option and consider how best to utilize the resulting customer feedback. Otherwise, Center Staff seem very knowledgeable about this requirement and do a good job with it.*

## **Building Requirements:**

*Observations and Comments:* There are several deficiencies that have been noted regarding physical accessibility to the building. Some of these improvements will be addressed this spring when the weather is more conducive to complete this work. Center and Regional Management have determined what items could be completed in ninety days, and what items will require longer so that funds could be found to complete the items. Please see IDOL's latest report on ADA accessibility. The Center is complying with several of the standards within this category. They have visible American Job Center branding, highly visible signage, some co-location of partners and services, conference room availability with audio/video technology, are open appropriately and are located on a public transportation route

➤ *Ideas for continued improvement: The Center needs to continue to work on physical accessibility for individuals with disabilities as they have identified since the audit was conducted.*

## **Staff Development:**

*Observations and Comments:* I can verify that regular cross training has occurred for career services staff. I have participated in annual mandatory training for all mandatory partner staff for the past three years. One Stop Partners have also received in-depth training on “Live Better Idaho” from Health and Welfare representatives and have sponsored partners to provide program familiarity training during staff meetings. I feel that the one stop and partner staff have achieved or exceeded the standards falling under staff development.

➤ *Ideas for continued improvement: These standards are being achieved and we discussed continuing to provide the annual and additional training that is occurring as staff might turnover and need training refreshed from time to time. We also discussed taking more time during the annual training to allow partner staff to do a deeper dive into their programs if needed.*

## **Continuous Improvement Evaluation:**

*Observations and Comments:* The Idaho Falls One Stop Comprehensive Center makes program performance outcomes accessible to the public through the IdahoWorks.Gov site and will make their outcomes available on the Idaho Workforce Development Council web site when it is created. One Stop Staff and Management also review performance data regarding service to individuals with barriers to employment and reviews customer feedback and any complaints submitted. In my estimation, One Stop staff and management are exceeding standards in this area.

➤ *Ideas for continued improvement: These standards are being achieved and there are no areas of improvement that we identified during our discussion.*

## **Infrastructure Cost-Sharing Agreement:**

*Observations and Comments:* The Region VI MOU and Infrastructure agreement have been fully executed and provided to the Idaho Workforce Development Council’s One Stop Committee as required.

➤ *Ideas for continued improvement: These standards are being achieved and there are no areas of improvement that we identified during our discussion.*